

Customer Assurance Plan

At Bytec Corporation and Lotus Development Corporation, there's a strong commitment to customer service and product support. We offer a full range of support services, all designed to help insure that you get the maximum possible benefits from your Bytec Hyperion product. This booklet describes those services. It includes:

- Customer Support
- Product Upgrade Plan
- Product Replacement Plan
- Limited Warranty
- License Agreement
- Replacement Order Card
- Purchaser Registration Card

Customer Registration

To take advantage of Bytec Hyperion's customer services, you must be a registered Bytec Hyperion product owner. Please take a moment now to fill out and return the Purchaser Registration Card that's attached to this booklet.

Returning the registration card gives you access to:

1. the Bytec Hyperion Product Upgrade Plan that enables you to buy new versions of your product when they are introduced, at a special upgrade price.
2. the Bytec Hyperion Product Replacement Plan that allows you to replace defective products after the warranty period, at a small charge.

Customer Support

Both your dealer and Lotus Development Corp. offer you continuing support in the form of telephone advice and other assistance. Should you encounter any difficulty in using the program, or if the program does not operate as described, we suggest that you do the following in order:

1. Consult the User's Manual and other instructional materials that accompany the product. They contain answers to most users' questions. Also, check to see if the program supports the particular operating system, interfaces, and peripherals that you have.
2. Consult your dealer. Most dealers are knowledgeable about Lotus products and are your convenient local source of information.
3. Finally, if your question cannot be answered by reading the manual or consulting your dealer, call the Lotus Customer Service department at (617) 492-7870 between 8:30-8:00 (Eastern Time) Mon-Fri. Before calling, please gather all information relating to the problem. This will make it simpler for our service representative to understand the problem and offer assistance.

Product Upgrade Plan

New versions of this product, incorporating new features and capabilities, are regularly introduced by Lotus as part of its ongoing product development program.

The Bytec Hyperion Product Upgrade Plan enables existing customers to take advantage of these enhancements.

Under the Product Upgrade Plan:

1. you will be notified by mail whenever a new release is introduced.
2. you have the option to purchase new releases at a special upgrade price.

Important: To qualify for the Product Upgrade Plan, you must complete and return the Purchaser Registration Card.

Product Replacement Plan

This Bytec Hyperion product has a limited warranty for 90 days as specified in the Limited Warranty section below. In addition, if a disk becomes damaged within three years after the warranty expires, Bytec Hyperion will replace it for a \$15.00 replacement charge. Both the Limited Warranty and the followup Product Replacement Plan apply only to the original purchaser.

For replacement during the warranty term, complete the Replacement Order Card attached to this brochure. Send the defective product, the replacement order card and proof of purchase to

Bytec Hyperion
8 Colonnade Road
Ottawa, Ontario
Canada K2E 7M6
Attn: Customer Service Dept.

To qualify for the post-warranty Product Replacement Plan, you must be a registered Lotus product owner. Be certain that you have completed and returned your Purchaser Registration Card. To obtain replacement disks, complete the Replacement Order Card and send it along with the defective product and \$15.00 to

Bytec Hyperion
8 Colonnade Road
Ottawa, Ontario
Canada K2E 7M6
Attn: Customer Service Dept.

Limited Warranty

Bytec Hyperion warrants that:

- a. the material of the software disk and the User's Manual are not defective;
- b. the program is properly recorded upon the disk;
- c. the User's Manual is substantially complete and contains all the information which Bytec Hyperion deems is necessary for use of the software;
- d. the program functions substantially as described in the User's Manual.

This Limited Warranty is implemented solely through the above Product Replacement Plan.

Bytec Hyperion excludes any and all implied warranties, including warranties of merchantability and fitness for a particular purpose and limits the end-user's remedy to return of the software and User's Manual to the dealer or to Bytec Hyperion for replacement.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of implied warranties, so the above limitation may not apply to you.

Bytec Hyperion excludes any warranty coverage for incidental or consequential damages. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

This Limited Warranty is for 3 months from your purchase of the software and is extended only to the first user of the software. Some states do not allow limitation on how long any implied warranty lasts, so the above limitation may not apply to you.

Replacement Order Card

Use this card to order a warranty replacement or diskette replacement as part of the Product Replacement Service. Please enclose the faulty product or diskette and, if it is past the ninety-day Limited Warranty period, also enclose a check or money order for \$15.00 (U.S. Dollars). Mail to Bytec Hyperion, 8 Colonnade Road, Ottawa, Ontario, Canada K2E 7M6, Attn: Customer Service Dept.

Name _____

Phone Number _____

Company _____

Title _____ Department or P.O. Box _____

Address _____

City _____ State _____ Zip _____

Computer Brand _____ Data Product Received _____

Purchased From _____

I enclose check or money order in the amount of: _____

Signature: _____

Purchaser Registration Card

IMPORTANT! Please fill out and return this card to receive information on upgrades and new products.

Name _____

Company _____ Title _____

Phone _____ Department or P.O. Box _____

Address _____

City _____ State _____ Zip _____

Computer Brand _____ Date Product Received _____

Purchased From _____

Is Your Computer Owned By:

- ☐ Self ☐ Company ☐ Other

I Learned About This Product Through:

- ☐ Computer Dealer ☐ Another User ☐ Other _____

☐ Advertisement in _____

Primary Use of Computer:

- ☐ Office ☐ Home and Office ☐ Other _____
☐ Home ☐ School

Primary Application: _____

Periodicals You Subscribe to or Read Regularly:

- | | | |
|--|--|--|
| <input type="checkbox"/> Byte | <input type="checkbox"/> PC Magazine | <input type="checkbox"/> Personal Computing |
| <input type="checkbox"/> Wall St. Journal | <input type="checkbox"/> Fortune | <input type="checkbox"/> ComputerWorld |
| <input type="checkbox"/> Information System News | <input type="checkbox"/> Infoworld | <input type="checkbox"/> Popular Computing |
| <input type="checkbox"/> Softalk for IBM PC | <input type="checkbox"/> Business Week | <input type="checkbox"/> Time |
| <input type="checkbox"/> Software News | <input type="checkbox"/> Forbes | <input type="checkbox"/> Scientific American |
| <input type="checkbox"/> Newsweek | <input type="checkbox"/> PC World | <input type="checkbox"/> Other _____ |

Comments: _____

Signature: _____ Date: _____

Bytec Hyperion
8 Colonnade Road
Ottawa, Ontario
Canada K2E 7M6

PLACE
STAMP
HERE

Bytec Hyperion License Agreement

IMPORTANT

Each Bytec Hyperion product sold at retail is licensed by Bytec Corporation to the original purchaser and any subsequent owner of the product for their use only on the terms set forth below. Opening the diskette package indicates your acceptance of these terms.

Permitted Uses

You may use the software on any item of compatible hardware that you own or use. The license to use the software sold to you includes personal use and use in your business or profession.

Uses Not Permitted

You may not:

A. provide use of the software in a computer service business, network, timesharing, interactive cable television, multiple CPU or multiple user arrangement to users who are not individually licensed by Bytec Hyperion;

B. make copies of the User's Manual or the 1-2-3 System disks;

C. make alterations in the software;

D. grant sublicense, leases, or other rights in the software to others;

E. make verbal or media translations of the User's Manual;

F. make modifications for use on non-compatible hardware;

G. make telecommunication data transmissions of the software.

LOTUS™



Customer
Assurance
Plan